

W. JAMES Mac NAUGHTON, ESQ.

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May 23, 2003

By Email

Sharon Liebman
BellSouth Telecommunications, Inc.
Museum Tower Building
150 West Flagler Street
Suite 1910
Miami, FL 33130

Re: BellSouth adv. ClickQuick II

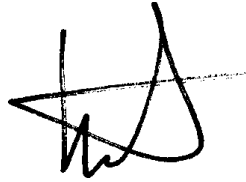
Dear Ms. Liebman:

I have reviewed the Amended Affidavit of Edward C. Brower sworn to May 19, 2003. I am concerned about Mr. Brower's claim that BellSouth has had to respond to "trouble reports" due to the use of customer premises wiring by ClickQuick II at Villa Del Sol and San Marino. As you know, the owners of Villa Del Sol and San Marino have, by operation of 47 C.F.R. Part 68, assumed responsibility for the maintenance of wiring and other facilities on the customer's side of the demarcation point. As you know, the owners have set the demarcation point at 6" on the carrier's side of the "66" block, thus making "customer premises wiring" the wiring and "66" block on the customer's side of that demarcation point.

Please be advised that ClickQuick II stands ready, willing and able to resolve any "trouble reports" arising out of the maintenance of customer premises wiring or ClickQuick II's use of customer premises wiring. Any inquiries, requests or complaints should be made to ClickQuick II's customer service phone number, 1-866-247-5271. A trouble ticket will be opened upon receipt of any "trouble report" and a technician promptly dispatched to resolve or fix any problems caused by ClickQuick II or the maintenance of customer premises wiring.

The cooperation of BellSouth in using ClickQuick II's customer service capabilities should go a long way towards resolving any bona fide technical issues that may arise at Villa Del Sol and San Marino. Please feel free to call if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to be 'W. James Mac Naughton', with a stylized, cursive script.

W. James Mac Naughton

WJM:ndg

CC: R. Ivers
S. Markowitz
C. Miller
J. Miller
M. Carey
T. Natoli